

# Making Community Benefits & Supports Happen

A Year in Review: 2023-2024



 **METROLINX**



# Table of Contents

Message from the CEO.....	3
Community Benefits & Supports at a glance.....	4
Introduction: What Are Community Benefits & Supports?.....	5
Pillar 1 - Employment opportunities.....	7
Creating jobs.....	7
Transforming lives .....	8
Creating job opportunities on the Ontario Line.....	10
Pillar 2 - Local Business Supports .....	11
Business spend .....	12
Partnering with social enterprises .....	13
Promoting local procurement.....	14
The Metrolinx Good Neighbour commitment.....	14
Protecting air quality .....	14
Minimizing noise .....	14
Keeping worksites clean.....	15
Enhancing local neighbourhoods.....	15
Pillar 3 - Public Realm Improvements .....	16
Types of public realm improvements.....	18
Pillar 4 - Community Improvement Supports.....	19
Looking forward.....	20
Metrolinx in your community .....	21

# Message from the CEO

We have the privilege of working in many communities across the Greater Toronto and Hamilton Area as we build an integrated regional transit network. It is our goal to leave these communities better than we found them and ensure that our projects deliver benefits beyond new transit connections.

This year marks the tenth anniversary of the province's first community benefits program. In collaboration with our project constructors and community partners, we launched the first iteration of the Community Benefits and Supports (CBS) program in April 2014 to support the Eglinton Crosstown LRT (ECLRT). At the time, this was the largest infrastructure project Metrolinx had taken on. It was important that those most affected by construction were able to access the project's economic benefits, such as job creation and local procurement. Soon after, the program was expanded to our Finch West LRT (FWLRT) and Hazel McCallion Line projects. In 2023, the CBS program was expanded again to all major transit projects.

As the program has matured, we have seen its impact first-hand. Employees on our projects have expanded their career trajectories, local businesses have provided goods and services to support construction, and communities have given us valuable insight into the future they envision for their neighbourhoods. In 2023-24, CBS program results include 74 apprentices being hired onto projects, 45.8% of new hires coming from BIPOC communities, and an economic benefit of \$35.7 million to local businesses and social enterprises.

Thank you to all of our contractors and partners for your collaboration in expanding community benefits and supports as we transform transit for our region.

Keep well,

Phil Verster



**Phil Verster**  
**Chief Executive Officer**

# Community Benefits & Supports at a glance (Results from fiscal 2023-2024)

The Community Benefits & Supports Program is a critical part of our commitment to connecting and supporting communities. Over the last fiscal year (April 2023- March 2024), we have worked across our LRT and subway projects to achieve some significant community impacts.

### Hiring more women

28.8% of new hires by our contractors self-identify as women



### Creating opportunities

74 new apprentices hired onto our projects



### Diversifying workforce opportunities

45.8% of new hires by our contractors came from BIPOC communities



### Boosting local spend

\$35.7M combined spend on local business and social enterprises



### Listening to communities


115 Construction Liaison Committee (CLC) meetings held for communities to provide direct feedback on projects being constructed in their neighbourhoods




### Investing in Public Realm Improvements across our projects

148 public realm improvements incorporated into projects, including:

\$173.2M in active transportation investments, like bike storage rooms and multi-use pathways



\$127.7M in local access and accessibility improvements

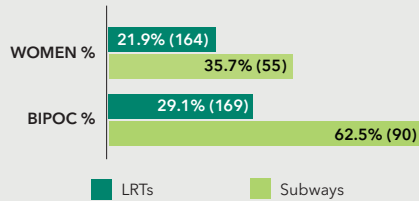


The estimated value of Pillar 3 improvements is approximate and subject to change based on variations in project scope, complexity and cost.

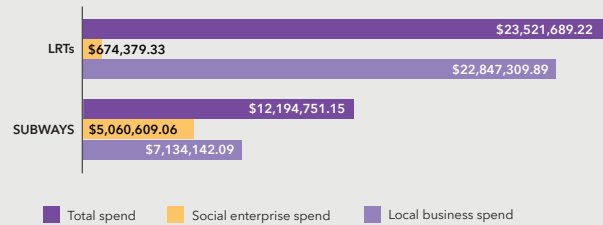
We have made progress on our commitments on all of the Pillars of the Community Benefits & Supports Program, creating job opportunities and driving local procurement, taking steps to improve the public realm and making connections to enhance community amenities.

## Results in 2023-2024

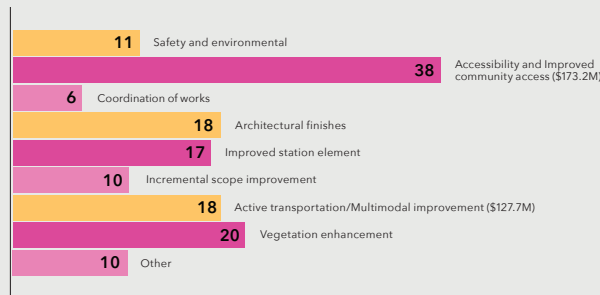
### Hiring rates



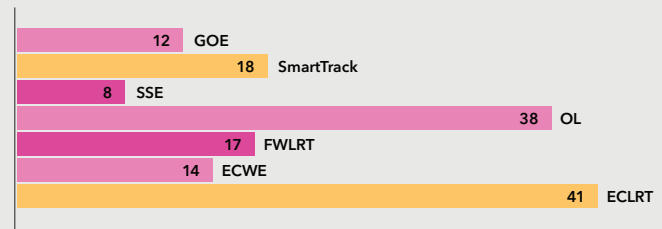
### Business spend



### Public realm improvements by type



### Public realm improvements by project



# Introduction

A truly connected transit system is much more than the sum of its parts. Transit connects people to the things that really matter - loved ones, health care, homes, schools, dream jobs...the possibilities are endless. As we are making progress towards an integrated and sustainable transit network, we are also navigating the challenges associated with building major infrastructure. Putting communities at the heart of everything we do is what being a good neighbour is all about.

Undertaking the largest transit expansion in North American history is not easy. We know that our work brings challenges, especially in intensely urban communities. We also know our work is vital to keeping our region moving, to boosting our economy and helping to fight climate change. As we work to build a better future, we are partnering with communities across the region, being clear about impacts, addressing concerns and improving projects where we can.

Through our enhanced Community Benefits & Supports Program we are driving economic change by creating jobs and training opportunities for equity-deserving communities, promoting the use of social enterprises, supporting local businesses during construction, and working with communities to better understand their needs and ensure their voices are heard.

This inaugural Community Benefits & Supports Annual Report shares initial data on our community benefits impacts from many of our projects. As new projects, such as the Hamilton LRT, move from development to construction, we look forward to reporting on outcomes and demonstrate the value and impact of our projects on the local community.

## What are Community Benefits & Supports?

Community Benefits & Supports are measurable outcomes that are achieved when Metrolinx designs, constructs or supports opportunities involving its transit projects, that seek to benefit the community.

### Our Four-Pillar Approach

To maximize benefits, the Metrolinx Community Benefits & Supports Program is being implemented across all transit projects region-wide and delivered in a consistent way to mitigate impacts on local communities and businesses:

#### Pillar 1: Employment Opportunities

Promote apprenticeship training and workforce development opportunities for local communities and equity deserving communities.



#### Pillar 2: Local Business Supports

Build and foster relationships with local businesses to minimize disruptions.



#### Pillar 3: Public Realm Improvements

Find ways to leave surroundings in an improved state when construction creates a temporary disruption, through the design and development phases of our projects.



#### Pillar 4: Community Improvement Supports

Work with communities as a connector to the right decision-makers to make improvements to public spaces surrounding transit project construction, where no funding is available.



# Pillar 1

## Employment Opportunities

Pillar 1 represents our efforts to promote apprenticeship training and workforce development opportunities for local communities and equity deserving communities, including contractors pursuing aspirational hiring targets:

- 10% of new hires by our contractors self-identify as Black, Indigenous, Persons of Colour (BIPOC) communities
- 10% of new hires by our contractors self-identify as women
- 10% of tradespeople hired by our contractors are in apprentice roles

Additionally, new requirements for our contractors to have anti-racism, anti-discrimination and anti-harassment policies in place to support their workforce help ensure a workplace culture that actively promotes equity, diversity and inclusion on Metrolinx projects across the Greater Golden Horseshoe (GGH).

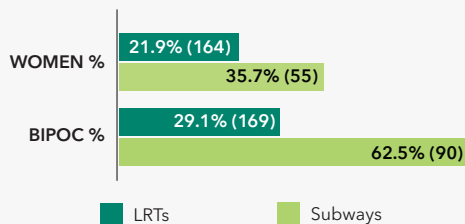


### Creating jobs

*Achievements on the Light Rail Transit Program in 2023- 2024 (Eglinton Crosstown LRT, Finch West LRT, Hazel McCallion LRT) and projects within the Subway Program (Ontario Line, Scarborough Subway Expansion)*

By breaking barriers and fostering diversity, our contractors have made major strides in their commitment to inclusivity in workforce representation on behalf of Metrolinx.

Hiring rates (2023-24)



\*Projects which are part of the Subway Program are in early stages of implementation. More information on hiring statistics will become available in future reports.

74 new apprentices hired onto our projects in 2023-2024



# Transforming lives

Since 2016, there have been 1,824 skilled workers (apprentices and journeypersons) from historically underrepresented and equity-deserving communities hired across the Eglinton Crosstown LRT, Finch West LRT and Hazel McCallion LRT projects, a number which exceeds the 10 per cent target. This achievement reflects the concerted efforts of all our community and industry partners. Over time, lessons learned from each project have been incorporated into the projects that have come after them, driving continuous improvement and helping us reach and exceed our targets.

Here are the stories of some of the individuals who have worked on these projects and contributed to our Community Benefits & Supports commitments.

## **Tony Igbinogun, journeyperson, Eglinton Crosstown LRT**

Tony Igbinogun is a journeyperson with LiUNA Local 506 who completed his apprenticeship on the Eglinton Crosstown LRT and is now pursuing his Red Seal certification.



"I immigrated to Canada from Nigeria with a plan to pursue accounting. To help pay for tuition, I took a side job doing restoration work and eventually enrolled in pre-apprenticeship training. After graduation, I joined LiUNA Local 506 and got assigned to the Eglinton Crosstown LRT as a flagger at Leaside Station. After that, I went on to work at other stations on the alignment and completed my apprenticeship in 2024. I'm grateful to the key individuals I met along the way to becoming a journeyperson. Sometimes, I was the only Black person onsite and felt I had to work harder to be recognized. But I knew I had support from the leadership at Crosslinx Transportation Services who cared about my future and became my mentors. By their actions, I knew they took my concerns seriously and would ensure there was no tolerance for racism or discrimination on our worksite. Having a strong team behind me has been so important on this journey. Everything we do onsite is a team effort. Including people from different backgrounds only makes our teams stronger, because each of us brings different skills and experiences that make the worksite better. I strongly encourage individuals of all ages to consider careers in construction. Joining the trades changed my life and taught me so many useful skills. I look forward to the opportunity to keep learning and progressing on my career path."

## **Elham Milani, design coordinator, Finch West LRT**

Elham Milani, Design Coordinator with Mosaic Transit Group (Mosaic), the constructor for the Finch West LRT, is a graduate of their internship program. Elham immigrated to Canada in 2022 and heard about the Community Internship Program through the Toronto Community Benefits Network who worked in partnership with Mosaic on this initiative. Elham was one of 10 participants in the internship program and went on to secure a full-time role at Mosaic.





“My journey to Mosaic began with my participation in an inclusive engineering connection program, which subsequently enabled me to apply for a formal internship program aligned with my professional background and skills in the construction field. The internship program provided an invaluable opportunity for me to gain hands-on experience, expand my network and contribute to meaningful projects within the company. I found the program to be incredibly enriching and it further fueled my passion for the industry and the company’s mission. Presently, I am employed full-time under contract with one of Mosaic’s parent companies contributing to the Finch West Light Rail project. The internship experience served as a pivotal stepping stone enabling me to showcase my skills and seamlessly integrate with the company’s objectives and ethos. I am genuinely enthusiastic about the opportunity to further advance my career within this dynamic industry.”

**Lovleen Sarah, apprentice, Hazel McCallion LRT**

Lovleen Sarah is a third term Carpenter’s Apprentice with Local 27 who worked on the Hazel McCallion LRT project. She now works for a panel installation services company and is progressing towards her Red Seal certification:



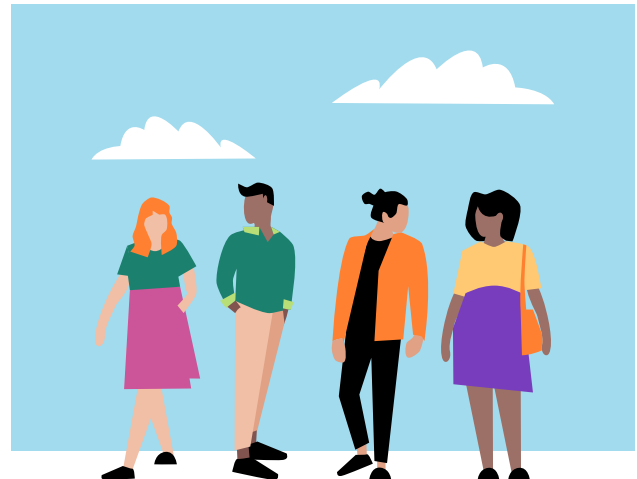
“I discovered my passion for carpentry while I was taking a workshop course in high school. I enrolled in the Ontario Youth Apprenticeship Program, joined Local 27 after graduation, and eventually got assigned to the Operations Maintenance Storage Facility for the Hazel McCallion LRT.

Growing up in Brampton as first-generation Punjabi, we didn’t have connections to the industry; I was the only girl in my co-op class and I’m often the only young, woman of colour on site. Now I’ve taken on more leadership roles, but it took a lot of hard work and support to get here. Being a woman in a male-dominated field can be challenging- there were times people wouldn’t even acknowledge me when I would speak to them. But I learned how to take up space and show that I was capable. Thankfully everyone at the union is supportive and the guys on my crew are respectful. Other men have even come up to me onsite and said they want their daughters to pursue a career in the trades too. This is why apprenticeship opportunities and diversity are important for our field. When people see how good you are, it drives them to encourage others, especially women, to join the trades. It also gives other generations of tradespeople the opportunity to train and mould the people who will take their place in the future. There’s so much we can learn from each other and so many of us are ready and willing to work hard.”

# Creating job opportunities on the Ontario Line

## CONNECT 6IX Job Fair in Thorncliffe Park

To support the growth of local employment opportunities, on January 24, 2024 Metrolinx co-hosted a job fair in the Thorncliffe Park Community in partnership with Connect6ix, the team responsible for the Rolling Stock, Systems, Operations and Maintenance for the Ontario Line. The event was attended by more than 1,300 job seekers and featured over 100 jobs from 11 different employers in the community.



"The success of the Crosslinx Apprenticeship Plan is a direct result of the collaboration between Crosslinx and its signatory unions and matching apprentices with an appropriate team and supervisor. My greatest satisfaction throughout the last eight years, has been to see apprentices attain Journeyman status and more and reach back to me about the impact this has made on their lives and their families, achieving something they had only dreamed of before."

- **David Galvin, Manager of Labour Relations, Crosslinx Transit Solutions**

"Apprenticeships on major infrastructure projects are vital investments in our future workforce, ensuring skilled labor for sustainable development. Through partnerships with Local 506 Training Centre, Metrolinx, Crosslinx and the community, we've provided opportunities for local residents to start their construction careers. Community Benefits Programs have enabled many residents to complete apprenticeships and earn their Red Seal certification. Together, we're not just building infrastructure; we're building sustainable futures for our communities."

- **Merissa Preston, Assistant Director of Training, Partnership and Business Development, LiUNA Local 506**

"Metrolinx projects are the onsite learning environment for the next generation of the province's skilled journey people. Community Benefits & Supports is a four-way intersection between government, employers, workforce providers and community partners. It ensures that the funds invested in these infrastructure projects do double-duty to create training and apprenticeship opportunities, maximizing the return on investment."

- **Marc Arsenault, Business Manager, Provincial Building and Construction Trades Council of Ontario**

# Pillar 2

## Local Business Supports



Metrolinx works to build and foster relationships with local businesses to minimize and alleviate disruptions and address concerns about construction activities. Metrolinx leads these business support activities with the support of our contractors through three streams:

### 1. Construction mitigations

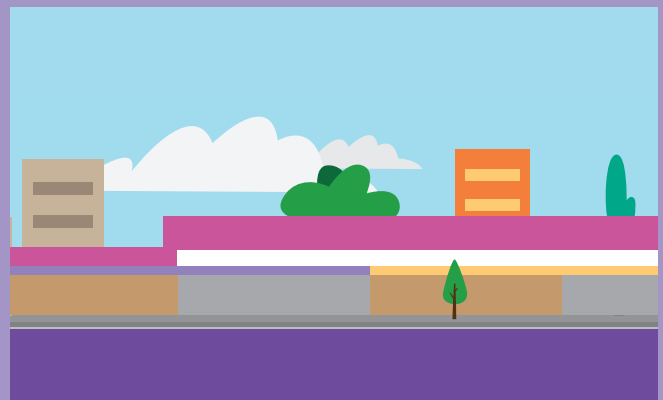
Coordinating and reviewing site plans, hoarding design, traffic analysis and parking use to minimize impacts to businesses.

### 2. Regular collaboration

Meeting monthly with individual Business Improvement Areas (BIA), hosting walking tours, establishing construction liaison committees and surveying businesses to inform project decisions, developing joint communications and marketing plans.

### 3. Business supports

Providing direct support to BIAs for marketing initiatives, including running “shop local” campaigns, conducting market research, hosting tradeshow and investing in local procurement, business spotlights on social and encouraging staff on our projects to shop local.

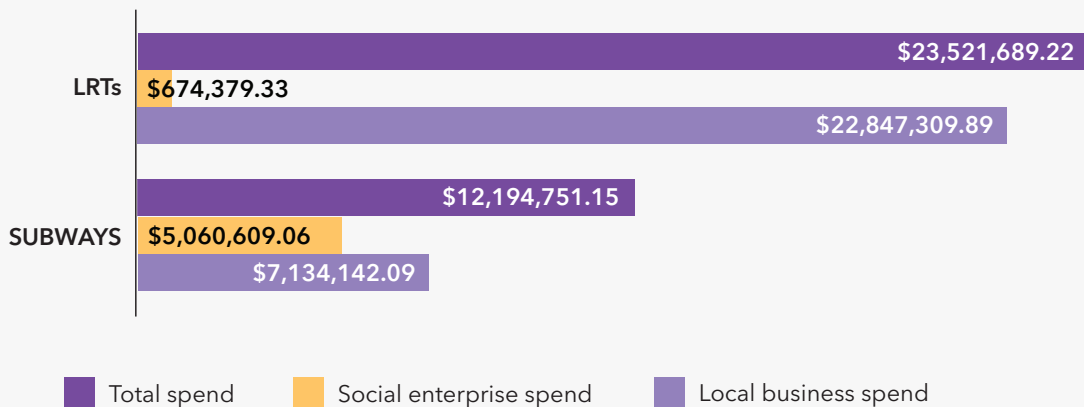


# Business spend

Transforming and investing in communities are at the heart of the Community Benefits & Supports Program. Since 2016, over \$178 million has been spent on local businesses and social enterprises\* through the LRT program. This fiscal year, we are proud to announce a significant local business and social enterprise investment of **\$23.5 million driven by the Finch West LRT and Hazel McCallion LRT projects**. This level of local spend underscores the commitment of our project contractors to fostering growth and uplifting the communities in which we operate.

Even at the early stages of our subway projects, efforts are being made to procure goods and services from local businesses and social enterprises, with **\$12.2 million spent locally across the Subway Program**.

## Business spend (2023-24)



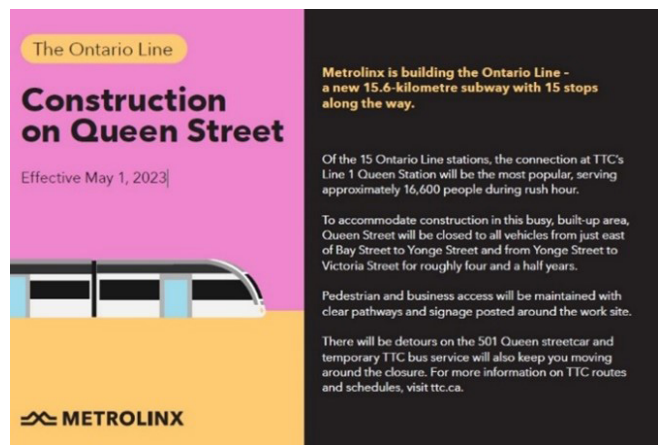
LRTs is inclusive of Finch West LRT and Hazel McCallion LRT

\*Social enterprise is defined as a business or organization whose objective is to have a social impact and operate with a social goal (e.g., registered charity, non-profit organization, co-op corporation, socially responsible for-profit business corporation with a social purpose).

### Support for BIAs:

#### Ontario Line Queen street closure

As of 2023, portions of Queen Street near Yonge Street were closed for a period of four and a half years to accommodate the construction of the new Ontario Line Queen Station. At the request of the local BIAs, wayfinding signage was installed to direct pedestrians to businesses, transit and the PATH. Metrolinx distributed postcards to businesses, commuters and pedestrians to reinforce that Queen Street is accessible and also hosted a walking tour (with the City of Toronto and TTC staff) for three downtown Toronto BIAs for an on the ground experience of impacts and mitigations in the Queen Street area.



## Marketing support for BIAs:

### Eglinton Crosstown LRT and Dastronaut

In partnership with the ECLRT constructor, Crosslinx Transit Solutions (CTS), Metrolinx executed a pilot partnership with marketing agency **Dastronaut**, which provides all-in-one marketing support for BIAs. This pilot was dedicated to Eglinton Avenue BIAs to encourage patrons to return to Eglinton now that the construction has been completed. In addition to dedicated BIA support, the pilot also included a broader campaign to communicate that Eglinton Avenue has re-opened.

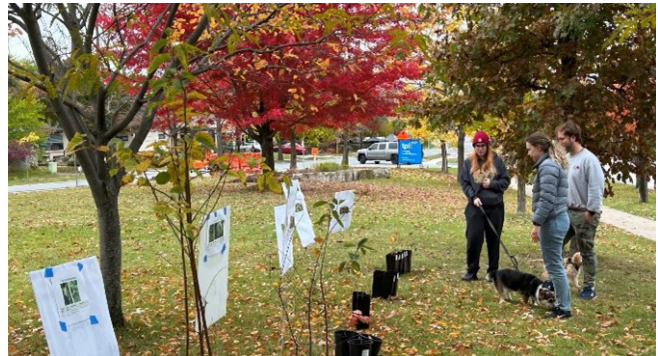


## Partnering with social enterprises

**Building Up** runs an intensive pre-apprenticeship trades training program tailored for individuals facing barriers to employment. Profits generated from projects directly contribute to this initiative, with 90 per cent of program graduates successfully transitioning into apprenticeships or securing full-time employment opportunities. Crosslinx Transit Solutions' ongoing partnership with Building Up provides free window washing services to local businesses during construction for the Eglinton Crosstown LRT.



**Kayanase Greenhouse** is an Indigenous-owned ecological restoration and native plant and seed business managed by Grand River Employment. In 2023, Metrolinx partnered with Kayanase Greenhouse and Six Nations of the Grand River and to purchase 600 trees and shrubs for community giveaway events. The plants were given away at a handful of Metrolinx-hosted community events in east Toronto.



**Aecon Group Inc.**, the project constructor for the Elevated Guideway portion of the Eglinton Crosstown West Extension, will be subcontracting some of the project's early works to Aecon Six Nations (A6N), a majority Indigenous owned and operated joint venture between Six Nations of the Grand River Development Corporation and Aecon. Aecon and Metrolinx will continue to work closely together to explore more partnership opportunities with other Indigenous-owned businesses over the course of the project.

**Michael Jazz Brand** is a small promotional business located in Jane Finch Mall that has been working with Mosaic Transit Group since 2020 to produce branded clothing items and other giveaway items for community engagement events.

*"It's been an honor to collaborate with Mosaic on initiatives that make a tangible difference in our community of Jane and Finch. We have had the privilege of providing custom apparel such as caps and t-shirts. Through this we have seen tangible benefits for Michael Jazz Brand, such as hiring locally, but we have also witnessed the ripple effects within the broader community. Whether it's through increased*

*engagement, enhanced brand visibility, or the positive reception from local stakeholders, our partnership with Mosaic has undoubtedly left a lasting impression. I hope that our experiences will serve as inspiration for other businesses and stakeholders to embark on similar journeys of collaboration and community engagement with constructors of Metrolinx projects."*

**- Michael Campbell, Founder and Creative Director, Michael Jazz Brand**

**Good Foot Delivery** provides meaningful employment for the neurodivergent community through a reliable, professional courier service delivered via public transit and on foot. Mosaic Transit Group (Mosaic) partnered with Good Foot Delivery to distribute community notices to local businesses and residences along its alignment. Since the partnership began in 2021, over 14,000 notices have been delivered by Good Foot Delivery along the alignment.

"Working with Metrolinx on the Finch West LRT project has significantly increased our couriers' work hours, leading to a substantial boost in their earnings. This positive shift has not only enhanced their financial well-being but also fostered a sense of job satisfaction. For some of our couriers, transit is a passion and having this direct involvement in the project means a lot to them – they absolutely love being a part of something that aligns with their interests."

**- Ada Swierszcz, Business Operations Manager, Good Foot Delivery**

## Promoting local procurement

### Vendor Day At Centennial College: Scarborough Subway Extension

Metrolinx, in collaboration with development partner, Scarborough Transit Connect, hosted an event on March 5, 2024 to engage businesses and vendors across the Greater Toronto and Hamilton Area to promote procurement opportunities on the Scarborough Subway Extension project. The event was hosted at Centennial College in Scarborough and the

Scarborough Transit Connect team worked with the college to engage the Event Management and Hospitality Program for the day. Students in the program were instrumental in supporting event logistics and execution, putting theory into practice and gaining real-life, hands-on experience. The event was well attended with over 200 participants.



## The Metrolinx good neighbour commitment

In addition to ensuring business opportunities can be realized through our projects, Metrolinx is committed to being a good neighbour in the communities we're working in to ease the burden of construction through such things as limiting work at night, implementing safety plans and keeping work sites neat and tidy.

### Protecting air quality for Scarborough General Hospital

In collaboration with Strabag Canada, the team constructing the tunnel for the Scarborough Subway Extension, Metrolinx developed a unique solution to protect the air quality surrounding Scarborough General Hospital (SGH). After consultation, teams adjusted and relocated the hospital's air intake shaft, ultimately improving the air intake system for the building. As nearby construction activities related to the station building are set to begin, Metrolinx Community Engagement and project teams will continue to work closely with the local community to mitigate concerns and address any needs as they may arise.

## Minimizing noise for residential buildings at Scarborough Centre station



A pile rig (a machine used to provide support for the foundation of large structures) was required for Scarborough Subway Extension (SSE) construction and was stationed in front of Scarborough Centre Station. Metrolinx built a temporary noise wall and added sound absorbent padding to equipment to help mitigate the noise from site for the duration of the work. Since then, other temporary noise walls have been installed to minimize noise disruption for surrounding communities where pile rigs are being used.

## Keeping GO Expansion worksites clean

GO Expansion work to increase service on the Barrie GO Line is well under way. The community on Murray Road in the City of Toronto expressed concerns about the amount of dust and mud from one of the nearby sites. Metrolinx responded to concerns by working with the contractor, Grascan Construction Ltd., to install steel gates, filter fabric and mud mats to help reduce the dust. We also partnered with a local company, **Klassic Carwash**, to offer the surrounding community a one-time voucher for complimentary home window cleaning.

## Enhancing local neighbourhoods

Beyond our efforts to minimize construction impacts, Metrolinx continues to seek out opportunities to partner with communities on initiatives that enhance and improve local neighbourhoods.

## Revitalizing community gardens at Eglinton GO

In 2023, the community garden at 140 Adanac Drive was revitalized through a partnership between Metrolinx, Toronto Community Housing, Toronto Police Neighbourhood Community Officers and the constructor, Kenaidan Contracting Ltd. Together, the teams overhauled the community garden space, levelled the existing garden and built new beds and planter boxes filled with soil.



## Community Clean-Ups

In 2023-2024, Metrolinx came together with local community groups to tidy up park spaces around transit projects across the region. In partnership with CleanTO, teams cleaned spaces around Corktown Common, Kennedy Station, Don Montgomery Community Recreation Centre, West Toronto Railpath, Sumac Park, Richmond Street Underpass, Hendon Park, and Sackville Playground. For Earth Day 2024, Metrolinx participated in 14 clean ups, with over 900 attendees, including construction partners and local school groups, at park spaces across the GTHA, from Hamilton to Oshawa.



# Pillar 3

## Public Realm Improvements

During the design and development phase of our projects, we strive to find opportunities to leave the public realm around our worksites in an improved state once construction is complete. This is partly achieved by actively engaging with municipalities to ensure that our plans meet local regulations and contribute positively to the surrounding community.

Metrolinx also provides multiple forums for residents to share ideas, give feedback, and ask questions about transit projects; through surveys, design competitions, and open houses, community members are invited to participate in the design of the spaces around them, which are improving because of the transit projects coming to their neighbourhoods.

In 2023-2024, we held 115 construction liaison committee (CLC) meetings across the GTHA. These meetings serve as a platform for our teams and project constructors to receive feedback directly from the community members in the neighbourhoods where construction is, or will be, taking place. Through ongoing collaboration, we are able to ensure that our projects are reflective of the needs of the communities we serve, every step of the way.

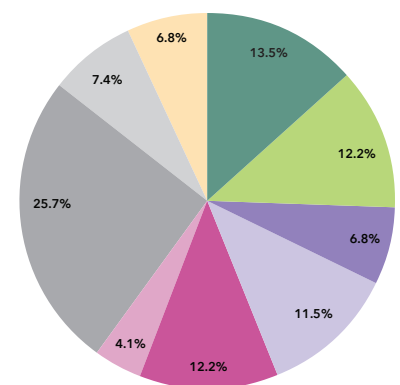


### Types of public realm improvements

As part of our commitment to enhancing communities across capital projects, in 2023-2024 we integrated 148 public realm improvements and invested in a wide range of associated enhancements, including \$173.2M in active transportation improvements, and \$127.7 in local access and accessibility improvements\*. All of these improvements work to elevate the functionality of our transit infrastructure, and reaffirm our pledge to foster vibrant, connected communities.

### Public realm improvements by type (Fiscal 2023-2024)

- Vegetation enhancement
- Active transportation/ Multimodal improvement
- Incremental scope improvement
- Improved station element
- Architectural finishes
- Coordination of works
- Accessibility and Improved community access
- Safety and environmental
- Other



\*The estimated value of Pillar 3 improvements is approximate and subject to change based on variations in project scope, complexity and cost.



### Ontario Line park improvements and joint corridor design competition



Metrolinx ran a two-stage competition to solicit design concepts for several community-guided public realm enhancements along the Lake Shore East-Ontario Line joint corridor. A panel including Metrolinx and City of Toronto staff, as well as community and BIA representatives, selected the winning design. One of the enhancements includes the redevelopment of four park spaces (Jimmie Simpson Park, Bruce MacKey Park, McCleary Playground, and the Gerrard Carlaw Parkette), which will all be larger, and lined with nearly 2600 square metres of added green space when the Ontario Line is complete.

### Davenport Diamond community consultation



The Davenport Diamond Grade Separation Project will improve service on the Barrie GO line. To reduce congestion and allow for two-way all-day GO service, a raised guideway for GO trains will be built above the CP rail tracks. Metrolinx worked with the local community to solicit public input on aspects of the overpass design. The result of this consultation was creation of 'The Greenway' - a new public space that, once complete, will promote the area as a civic destination with a fully accessible multi-use path for pedestrians and cyclists, sustainable approach to landscape and plantings (like pollinating gardens) and gathering spaces for the community.

### Co-creating station feature walls on the Scarborough Subway Extension



As part of the design work for Scarborough Subway Extension's future stations, Metrolinx launched a community survey, asking members to help draw inspiration from the places and things they love about their community.

This feedback will now be incorporated into the design of feature walls inside the stations along the alignment. A feature wall is a prominent surface inside a station that has a unique colour and pattern/motif that serves as a visual cue for customers to identify the station and orient themselves along the line.

## Eglinton Crosstown West Extension Design and Restoration Working Group



A Design and Restoration Working Group was established for the Eglinton Crosstown West Extension project to provide a forum for discussion about environmental impacts and mitigations and allow the group to provide input on the restoration of Pearen Park, Fergy Brown Park and Eglinton Flats, tree and vegetation compensation locations and community planting day opportunities and other public realm details related to the elevated guideway and stations.

The group consisted of members from the City of Toronto, Metrolinx and representatives from a variety of community groups.

## Kodak 9 and Mount Dennis Station: Eglinton Crosstown LRT



Before



After

**Pictured left:** In 2016, to preserve the structural integrity of the building during construction, the four-storey, 2,500 tonne building was moved 140 metres to a safe site for two years while crews completed underground works on the station.

**Pictured right:** Over 2023-2024, crews at Mount Dennis Station have been working on finishing activities, including architectural finishes, landscaping works, systems testing and inspections.

The historic and once vacant Kodak building in Toronto's Mount Dennis community is being restored. When the surrounding community expressed interest in preserving this key element of their neighbourhood's cultural history, Metrolinx worked in partnership with Crosslinx Transit Solutions to bring the building back to life and integrate it into the design of the underground Mount Dennis Station, serving as one of the entrances.

# Pillar 4

## Community Improvements



We recognize that there are significant opportunities outside the defined project scope and budget that can provide substantial benefits to the communities where we are working. By looking beyond initial scope and budgetary limitations, we can identify additional ways to support and enhance community well-being. Metrolinx conducts engagement activities throughout the project development process with communities impacted by construction to ensure their perspectives are heard. Through these engagement activities, communities, municipalities, or other groups may bring forward a request or idea that could improve the surrounding community but cannot be effectively realized within the scope of the transit project itself.

In these situations, Metrolinx works as a connector to the right decision-makers, at the municipal, provincial or federal level to help these communities maximize the benefits possible from new investments and infrastructure. This approach has enabled \$5.6M to be invested in community improvements this year.

### **Maintenance and storage facility lands donated to Jane Finch community: Finch West LRT**

On April 9, 2024, the lands surrounding the maintenance and storage facility for the Finch West LRT were officially transferred to the City of Toronto for the creation of the Jane-Finch Community Hub and Centre for the Arts, a vibrant community hub and arts centre that will offer a variety of services and programs.



# Looking Forward

We look forward to continued collaboration and engagement with our community and industry partners to promote more access to jobs, increased procurement from local businesses, and the provision of a wide variety of platforms for communities to become more embedded in the building of transit infrastructure in their neighbourhoods.

Our collective efforts to implement lessons learned from all our projects and programs will help ensure that we are achieving enhanced outcomes on the Community Benefits & Supports program and leaving our communities better than we found them.



**KARLA AVIS-BIRCH,  
CHIEF PLANNING OFFICER**

At the heart of our Planning and Development efforts is a commitment to create a regional transportation network that is easy, fair and affordable for all. This means recognizing the impact of the generational and transformational construction in creating more transit options and connecting communities, and in fostering growth and inclusivity within the communities we serve. Our Community Benefits & Supports program is reflective of this commitment: it's not just about constructing transit, it's about uplifting communities, minimizing disruptions and creating opportunities for all. Through the CBS program, we're not only building infrastructure but also investing in people and businesses, amplifying voices and addressing needs directly. From community outreach initiatives to supporting local businesses, every action is a step towards a more equitable and prosperous future. Let's build better together.



**DAVID JANG,  
CHIEF COMMUNICATIONS  
& COMMUNITY  
ENGAGEMENT OFFICER**

Our mission at Metrolinx is to help connect communities. Through one of the largest transit expansions in North America, Metrolinx is striving to build infrastructure that will improve the lives of residents across the region by connecting them to jobs, people and opportunity.

Part of this investment is the Community Benefits & Supports program. This program brings thousands of jobs and economic opportunities to the communities we are building in, providing residents the chance to participate in and benefit from the investment that will reshape and improve their neighbourhoods for generations to come.

That's why communities are at the heart of our ongoing outreach efforts, through regular communication updates about our projects, programs, and services, as well as a wide range of opportunities for communities members to ask questions, and share their feedback with us. We are here to listen, and help keep you informed, every step of the way. Building a better transit system together.

# Metrolinx in your community

As we continue to pursue Community Benefits & Supports across our projects, you'll find us out in your communities hosting engagement events, connecting with local people and getting your feedback on what we're doing and how we could do it better. We welcome these conversations and encourage you to find us out and about in your neighbourhoods.



**TRANSIT IN YOUR COMMUNITY**



**JOB FAIRS AND TRADESHOWS**



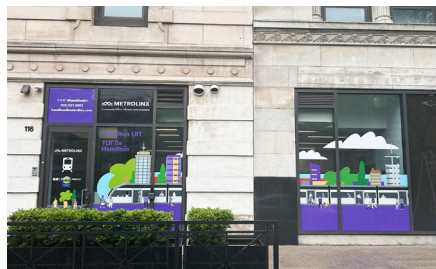
**OPEN HOUSES**



**AT YOUR DOORSTEP**



**COMMUNITY POP UPS**



**COMMUNITY OFFICES**



**CONSTRUCTION LIAISON COMMITTEES**

Visit our website to learn more about upcoming events, sign up for updates about projects in your region and find out where you can drop in to visit your local community office. [www.metrolinx.com](http://www.metrolinx.com)

**Eglinton Crosstown LRT & Ontario Line North**  
45 Overlea Blvd  
Toronto, ON  
M4H 1C3

**Eglinton West Crosstown Extension**  
326 Scarlett Road  
Etobicoke, ON  
M9A 0C4

**Finch West LRT**  
540 Finch Ave W  
Toronto, ON  
M9M 2G3

**Eglinton Crosstown LRT**  
1848 Eglinton Ave W  
Toronto, ON  
M6E 2J4

**Ontario Line**  
770 Queen St E  
Toronto, ON  
M4M 1H4

**Yonge North Subway Extension**  
295 High Tech Road  
Richmond Hill, ON  
L4B 0A3

**Hazel McCallion Line LRT**  
3024 Hurontario St,  
Unit G12  
Mississauga, ON  
L5B 4M4

**Hamilton LRT**  
116 King St W  
Hamilton, ON  
L8P 4W9

